



## Director of Community Engagement

### **About Family Promise of Gwinnett County**

Family Promise of Gwinnett County is an affiliate of Family Promise and is a nonprofit network of interfaith organizations working together to end homelessness...one family at a time. The organization provides temporary assistance, hospitality and case management for families with children experiencing homelessness. Family Promise of Gwinnett County recognizes that poverty is a multifaceted problem that requires a multifaceted and compassionate response.

**Purpose:** To ensure the congregations and community volunteers provide effective hospitality to our families and that volunteers have a positive experience while engaging in Family Promise of Gwinnett.

### **Key Responsibilities:**

#### **Maintain Positive Volunteer Relationships: (50%)**

- Manage and coordinate all volunteer recruitment, resourcing, training, management and recognition from the faith, corporate and other sectors – specific areas for focus are: Promise Haven Mission Weeks, Day Center Coverage, family workshop and webinar facilitators/trainers, activities for guest families, mentors, events and committees.
- Engage Affiliate congregations and other companies and groups that want to volunteer.
- Work in tandem with Executive Director to recruit new congregations, corporations and civic groups.
- Serve as public speaker on behalf of Family Promise of Gwinnett, its programs and guest families to share our services and impact to recruit volunteers.
- Develop FPOG needs and ways in which Affiliate congregations can get involved.
- In conjunction with Executive Director and Program Coordinator, conduct volunteer training and informational sessions for congregations, new volunteers, and new contacts.
- Lead volunteer appreciation efforts.
- Maintain a positive relationship with existing host and support congregations and volunteer coordinators, serving as the liaison to our congregational coordinators, soliciting feedback and ensuring regular communication regularly, including monthly volunteer coordinator meetings.
- Communicate with congregation staff as needed to operate Promise Haven and Day Center, promote events and garner support for Affiliate.
- Ensure all 52 weeks of the year, Promise Haven is staffed with congregations and community volunteers and the Day Center is staffed with office volunteers Monday – Friday.
- Utilize the Operation Manual for specific guidance and tools to facilitate processes.

#### **Volunteer Supervision & Oversight: (30%)**

- Provide supervision and coordinate the schedules for volunteers.
- Recruit and train volunteers that participate at facilities.
- Facilitate getting Family Promise needs met (skills, items, other resources) through volunteers.



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### **Administrative Responsibilities: (20%)**

- On call for host congregations/families.
- FPConnect entry of new contacts, donors, volunteers and donations as necessary.
- In absence of the Executive Director, serve in ED role and make decisions with Board/ED approval.
- Assist with stakeholder relations. Provide tours, information as needed.
- Assist at special events.
- Participates in the development and implementation of new initiatives and projects under the direction of the Executive Director.
- Promote organization and volunteers on social media outlets working in tandem with the Marketing Committee.
- Other duties as assigned; non-essential job duties, non-related responsibilities and other tasks as required by the Executive Director may be assigned from time to time – FPOG is a small non-profit organization requiring flexibility from its staff.

### **Measuring Success**

- Success is measured by congregation retention and new congregation recruitment.
- Qualitative feedback from surveys.
- Contribute to all of the organizational success which includes maintaining 80% to housing in 90 days and reaching fundraising benchmarks.

### **The Ideal Director of Community Engagement will possess the following knowledge, skills and abilities**

- Effectively communicate with volunteers, families being served and community stakeholders.
- Advanced Computer Skills including word, excel, PowerPoint, publisher, Canva, web-based research. Experience with salesforce.com (or other CRM) is a plus.
- Ability to exercise good judgment, discretion, and confidentiality.
- Ability to work a flexible schedule, including some evenings and weekends.
- Possess a valid driver's license.
- General familiarity with the Gwinnett County community will be beneficial.
- Ability to lift 50lbs.

### **The Ideal Candidate will**

- Have a positive, energetic, go-get-it attitude.
- Be personable and professional with the ability to interface with multiple, diverse constituents.
- Operate with professionalism, integrity and honesty. They will demonstrate commitment and drive to excel.
- Bachelor's Degree preferred.
- Crave working in fast-paced environment.

### **Accountability:**

The Director of Community Engagement reports to the Executive Director and peers are Program Coordinator and Program Assistant.

### **Compensation**

- This is a full-time position with a salary range of \$40,000-\$42,000 and health insurance stipend.
- Mileage reimbursement for approved work-related car travel is provided.

**To apply, please email resume to Carol Love at [clove@familypromisegwinnett.org](mailto:clove@familypromisegwinnett.org)**